



IDAHO DEPARTMENT OF
HEALTH & WELFARE

FILE COPY

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December 10, 2009

Thair Pond
Tomorrow's Hope - Sapphire
1655 Fairview Avenue, Suite 100
Boise, ID 83702

Provider #13G038

Dear Mr. Pond:

On **December 7, 2009**, a complaint survey was conducted at Tomorrow's Hope - Sapphire. The complaint allegations, findings, and conclusions are as follows:

Complaint #ID00004430

Allegation: The facility failed to provide adequate staff supervision to address individuals' maladaptive behaviors.

Finding: An unannounced on site complaint survey was conducted from 12/4/09 - 12/7/09. During that time, staff interviews, observations, and record reviews were conducted with the following results:

The facility utilized a zone system to provide supervision of individuals residing in the facility. Seven staff across day and swing shifts were interviewed regarding the supervision of individuals. All staff were able to accurately explain the supervision requirements of the zones, supervision requirements for each individual, and the duty requirements of each zone. None of the staff stated they had concerns with the level of supervision provided.

Additionally, an observation was conducted at the facility, on 12/7/09 from 1:15 p.m. - 2:15 p.m. During that time staff were noted to be in zones occupied by individuals at all times. Staff were also noted to inform staff in other zones when individuals were leaving or entering a zone.

The facility's Incident/Accident and Investigations from, 6/09 to 12/4/09, were reviewed. Those records documented one individual engaged in pulling fire alarms and two individuals engaged in elopement. All incidents were investigated and appropriate corrective action was taken, including an additional staff on night shift, retraining staff, window alarms installed, and termination of an employee for failure to provide adequate supervision.

Behavior programs and data were reviewed for three individuals selected as sample. Those documents showed maladaptive behaviors were being tracked and plans were in place to address those behaviors, including elopement and pulling fire alarms. Additionally, plans were in place for elopement occurring in different settings.

The facility's As Worked schedules were reviewed, from 9/09 - 11/09, and documented adequate staffing levels to meet the needs of the individuals and the addition of a staff on night shift to meet behavioral needs.


While individuals did engage in maladaptive behaviors, the facility was addressing those behaviors through appropriate staffing and behavioral interventions.


Therefore, the allegation was unsubstantiated and no deficient practice was identified.

Conclusion: Unsubstantiated. Lack of sufficient evidence.

As none of the complaints were substantiated, no response is necessary. Thank you for the courtesies and assistance extended to us during our visit.

Sincerely,


JIM TROUTFETTER
Health Facility Surveyor
Non-Long Term Care


NICOLE WISENOR
Co-Supervisor
Non-Long Term Care

JT/mlw